

The Family Experience in Long-term Care during the COVID-19 visitation restrictions – a survey by the Office of the Kansas Long-term Care Ombudsman.

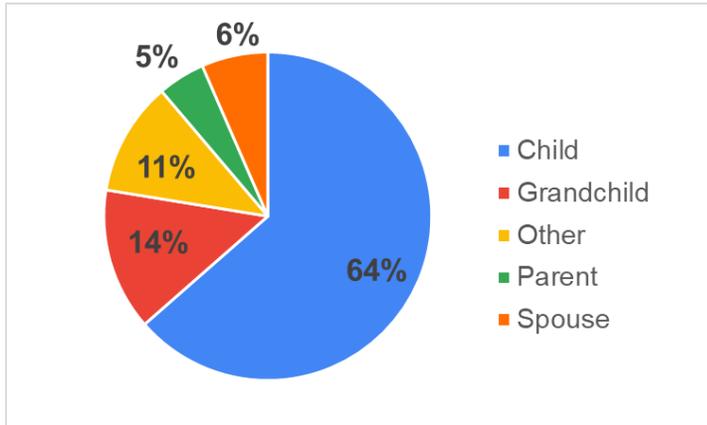
9/11/2020

This survey was intended to be completed by respondents who have family member, friend or someone else they are involved with who currently resides in a Kansas nursing home, assisted living facility, home plus, or residential health care facility. The purpose of the survey was to better understand:

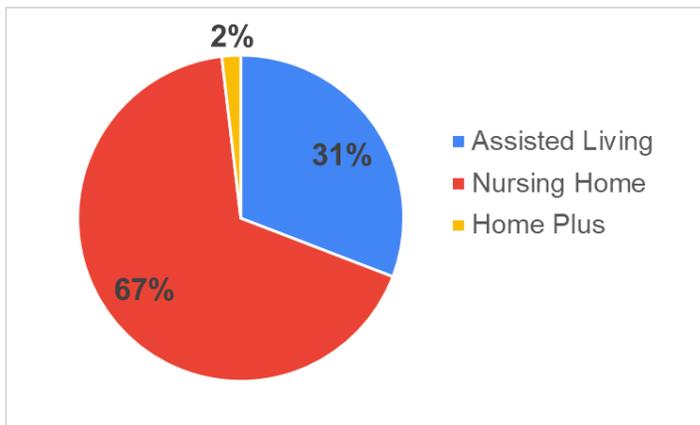
- What family involvement looked like before the Covid-19 visitation restrictions and what kind of care family provided.
- How residents and family are communicating with each other and to learn about the challenges and barriers to various types of visitation.
- How families are getting general information about the facility and information specific to their loved one.
- What the family's opinions are about the information they are receiving.
- What concerns families have.

To recruit respondents, we placed a posting on our Facebook page, our website, asked other stakeholders to share the link and provided it to family member contacting our office. The survey was open from August 27 – September 7, 2020. A total of 107 people completed the survey.

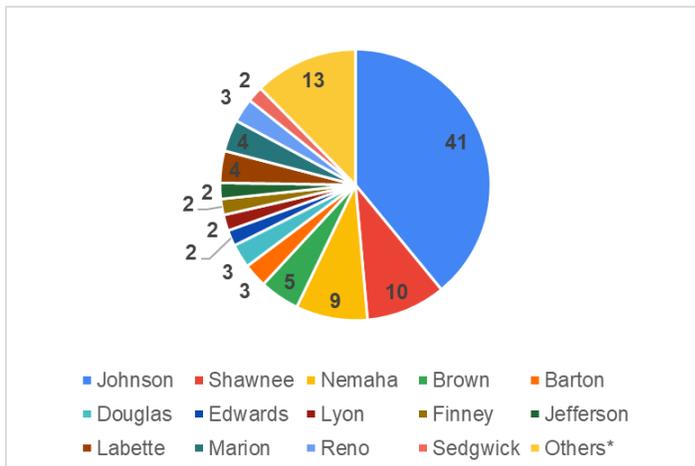
What is your Relationship to the Resident?



What type of Facility does your loved on live in?

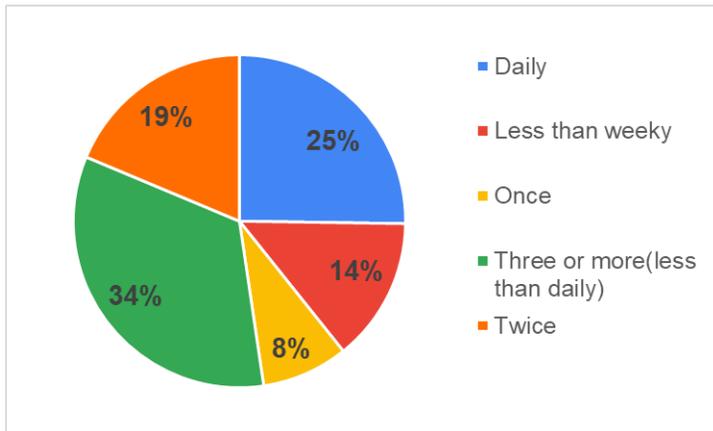


In what county is the facility?



*Others includes all counties with one response: Barton, Butler, Cloud, Cowley, Crawford, Dickinson, Ford, Jackson, McPherson, Montgomery, Pawnee, Riley, Woodson, Wyandotte

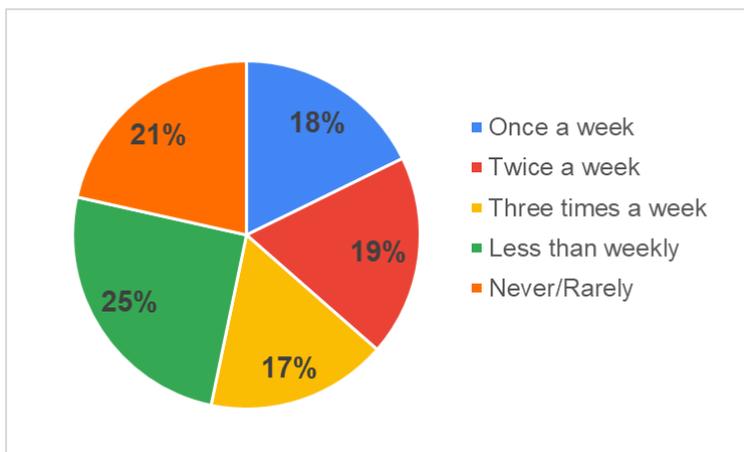
Before the Coronavirus restrictions, how many times a week did you visit your loved one?



Before the Coronavirus restrictions, how many times a week did you provide the following?

Care/activity	Daily	Three or more times	Twice	Once	Less than weekly
Assisted with activities	6%	21%	40%	14%	20%
Assisted with eating	11%	12%	7%	21%	50%
Assisted with bathing	4%	3%	9%	17%	67%
Assisted with hair care	10%	11%	14%	16%	49%
Assisted with other grooming	12%	17%	8%	21%	43%

Before the Coronavirus restrictions, how many times per week did your loved one leave the facility? (to visit family, attend religious services, go shopping, eat at restaurants, etc)



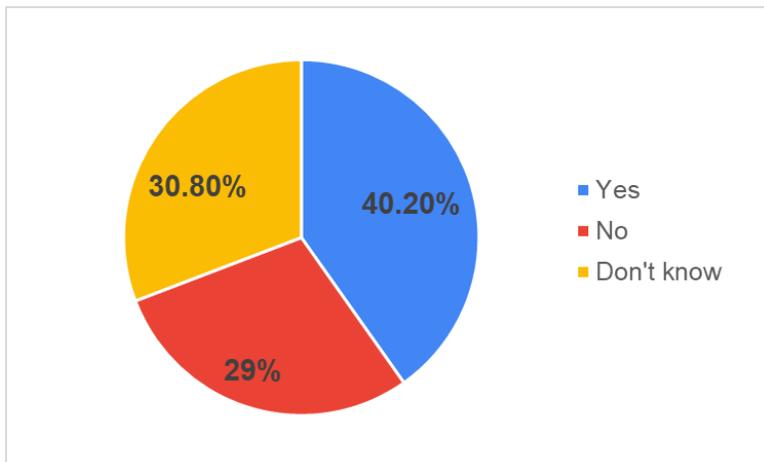
How are you staying connected to your loved one during the coronavirus restrictions?

	This is not available	My resident can do this with assistance	My resident can do this independently
Telephone	15%	53%	32%
Virtual visits (facetime/zoom, Skype or other video calls)	33%	60%	7%
Window visits	24%	47%	29%
Email	86%	7%	7%
Text message	86%	7%	7%
In a special space or room set up inside the facility	93%	6%	1%
In the resident's room	99%	0%	1%

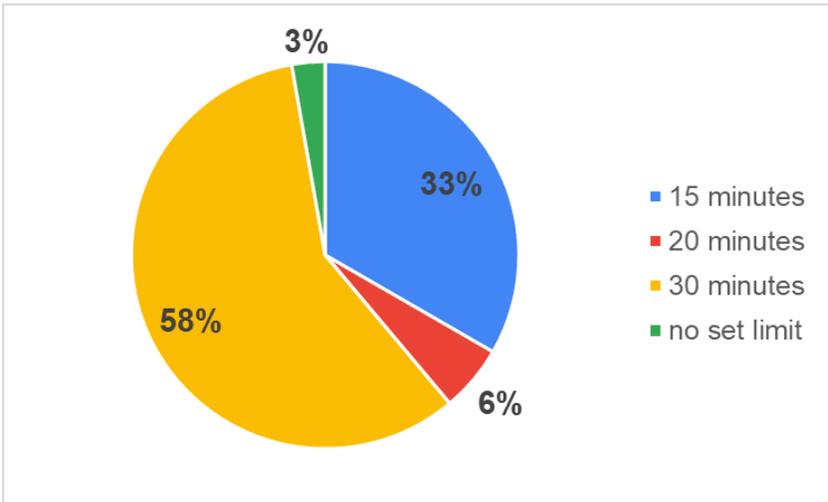
How often are you able to visit with your loved one by each of these methods?

	Daily	Multiple times per week	Once a week	Less than once per week	Never
Telephone	43%	18%	12%	12%	15%
Video calls	10%	8%	16%	17%	49%
Window visits	22%	13%	19%	21%	25%
Outdoor visits	<1%	5%	12%	16%	66%
Compassionate Care Visits	<1%	1%	7%	6%	85%

Is there a designated staff person to coordinate visits (any type: phone, video, window, outdoor, etc) between you and your loved one?



If your loved one's facility is allowing outdoor visits, what is the maximum length allowed for the visit?



What challenges does your loved one have with video calls?

	% of respondents that listed this as a challenge
Difficulty with resident hearing or seeing	39%
Facility/Resident does not have access to technology devices	23%
Staff doesn't have time to help facilitate the call	37%
Family doesn't have technology devices/internet	13%
My resident has dementia which make this not feasible	50%

What challenges does your loved one have with outdoor visits?

	% of respondents that listed this as a challenge (for facilities where outdoor visits are allowed)
Weather	56%
Staff doesn't have time to facilitate visits	53%
Scheduling/family not available during hours allowed	53%
Difficulty with resident hearing or seeing	42%

How & how often has the facility been communicating general information during Covid-19?

	3-6 times per week	Once or twice a week	Only when there's an issue	Rarely or never
Telephone	2%	6%	52%	40%
Letter or notices through postal mail	1%	5%	30%	64%
Mass email from the facility	0%	14%	36%	50%
Post on the facility's website	1%	7%	20%	72%
Facilities Social Media	1%	6%	22%	71%

On a scale of 1-5, are you getting the right amount of general information from the facility?

1- Too little	2	3	4	5 – The right amount
36%	31%	11%	12%	10%

How & how often has the facility been communicating with you about resident?

	Daily	3-6 times per week	Once or twice a week	Only when there's an issue	Rarely or never
Telephone	0%	1%	7%	60%	32%
By Email	0%	0%	9%	32%	59%
Text Message	0%	1%	1%	20%	79%
Postal mail	0%	0%	3%	21%	76%
Other	1%	0%	1%	11%	87%

How satisfied are you with the amount of each type of information being given to you about your resident?

	The right amount	Too little
Concerns or issues about my resident	26%	74%
My resident's health status	24%	76%
Anything that has changed for my resident	19%	81%
My resident's mood	13%	87%
How my resident has been spending their time/activities for residents	17%	83%
A story or anecdote about my resident	16%	84%

On a scale of 1 -5, how confident are you that the facility would inform you if cases of Covid-19 were found in your loved one's facility?

1- Confident	2	3	4	5 – Not confident
37%	36%	11%	9%	24%

What concerns you most about not being able to visit in person?

	% of respondents that cited this as a concern
The care and other things that I used to do won't happen	74%
My resident will not understand why I'm not there	60%
My resident will become ill with Covid-19	26%
My resident will feel lonely or isolated	94%
My resident will pass away and I can't be with them	67%

What else would you like us to know?

My father has aged tremendously during this lockdown. He also is not as cognitive. Says daily he feels like a prisoner. We are not even allowed to drive on campus to wave at him. They are doing drive by parades about every other week, but these are too hard on both of us as we don't get to talk or really see each other.

Understaffed. A lot of agency staff. All workers go home and go wherever they want and can still go in. I would wear a mask and only go to my moms room. I've seen my mom via a telehealth appt and can see the decline. She cries to me on the phone which she never done before. Makes me feel helpless

My grandfather has cancer and is on palliative treatment (not on hospice due to oncologist states can live for years with this cancer if it remains stabilized) and my grandmother has dementia. They were admitted and had less than 2 weeks to make the transition from their home to the facility before visits from family were restricted. One of the things that made them agreeable to moving in was knowing family would be there daily and they could still come and go as they pleased, which occurred daily until the shut down.

While the family understands that their conditions would eventually decline at some point, we feel that the isolation due to COVID has escalated the progression of the natural disease processes. Both have had a very unexpected rapid decline physically, mentally and spiritually. The entire family and my grandparents believe that this is a direct result of the strict isolation protocols that are intended to keep them safe. They are both depressed, my grandmother cries everyday, and both have spoke of suicide and wanting to just go to sleep and not wake up. We try to explain to them this is due to the virus and we are keeping them safe. Grandma had to have a benzodiazepine added to her antidepressant to help keep her calm (with full family support due to the situation). We know that they are dying in there, the isolation is literally killing them.

Talking on the phone through the closed window or on a computer screen is not sufficient to be considered a visit.

We feel that the isolation needs to be a decision that each resident and their family make. At this point the benefits of regular visitation (with reasonable precautions) outweigh the risk of contracting COVID. Our family believes that quality of life is more important than longevity. Right now my grandparents would both rather be dead than continue to live like this. They beg us everyday to take them home with them. Unfortunately, none of us are in the positions that we can quit our jobs and care for them properly in our homes or that is where they would be.

As a nurse I understand the mandates and mitigation efforts to protect our elderly population and nursing home residents, but I also am able to recognize the negative effects it is having on this population, and my own family members. COVID is not going to go away anytime soon and in all reality visits from family are not going to put the residents at any greater risk of contacting this virus than the risk that is taken each day as staff come and go from each shift and go home to their families and communities. THIS IS LITERALLY KILLING THEM!!! I have been watching my grandparents die before my eyes for the last 5 months!

I would like to be able to visit with a mask on. I'm concerned about not being able to see what's going on in the facility.

My mother is being mistreated. Cant go to a dr . Isn't being properly cared for . Threatened by staff members to go to isolation hall with the covid if she didnt want to take eye drops . .Roommate threatens her daily . Staff tells her no food is available at times. Leave food there if she is asleep. I had noticed change in behavior and I had to contact doctors . Also had to send my mom to the hospital to get treatment. She feels and I feel she will die there.covid is multiplying daily there.i feel helpless..

More about compassionate caregivers

The system set up for this is awful! The decline in Dementia patients is unprecedented. Protecting people is important, but so is their mental health. If I was in their position I would never want to be secluded from family and isolated. It's a punishment we give to prisoners as a worst case scenario. Somehow it's been established that it's ok for our seniors! Totally unacceptable!

My husband feels like he put his mother in prison . Would love in person visits even if wearing mask.

My parents do not feel they can speak freely over their landline phone. I am not allowed to be with them when they have doctor appointments outside of the facility for fear of them being discharged from the facility. They have not received hair or foot care since March. They have lost weight because of the food selections and from depression due to isolation. Why can't something be done about the 14 day quarantine if they leave the facility. In other words, why can't they quarantine a few days to ensure they are not symptomatic. People WITH Covid are only required to isolate for 10 days.

More needs to be done for those who DON'T have Covid. We are pleading to the Kansas Governor to mandate an Essential Caregiver per individual in LTC facilities. If this is only made "optional," this facility won't allow it. We have no idea if staff in the facility have or are being tested for Covid.

My parents have been married for 72 years and in assisted living for one year now. Their words: We did not sign up for this type of treatment. My father was hospitalized in June. They day he was to be discharged, the hospital learned that one of the nurses that treated my dad had been tested positive for Covid. Thankfully, their use of PPE protected him. He was quarantined in his hospital room; their assisted living facility would not accept him back. Neither would any other facility (for rehabilitation). We had to fight to let him go to his home. He spent a total of 26 days in the hospital as he had a heart valve replacement procedure. Eight of those days he spent being tested daily for Covid (all negative) before he finally was allowed to return home. The hospital was excellent. Getting him home was a horrible experience.

The lack of communication is a huge problem. When I send emails to the director, which I was told to do, it may take days to get a response and sometimes I never get a response at all. I have sent emails and text messages to the DON and ADON and never got a reply. Very troubling.

There needs to be better state oversight of these Home Care places.

I'm very concerned that the staff is of temporary employment so they never get to know my husband and his needs, and he will be confused with the constant change of people around him.

My Mother has gone way downhill since the covid restrictions, and is very sad and depressed. She is now on hospice but still not allowed visitors. She is missing family but the facility's answer is to put her on medications for depression and mood instead of allowing love back into her life.

I cannot be an advocate for my resident when I cannot see the care she is getting like I used to do when I went there all the time. I get frustrated that we cannot have a designated area to visit inside or out. I get frustrated if I go to her appointments with her she will have to quarantine yet if I don't go she doesn't...She needs me at her appointments as she does not understand everything being told to her.

The facility does not return my calls when I ask for information

The impact of dementia on family members who are not having contact in person with family.

I have installed a video camera. It has now become a hostile situation. It started with covering the camera. Now I have been instructed to not contact the staff or the Director. The nurses will not speak to me when I call. I call from my cell phone and my calls are not answered. I call from my house phone with unknown on the caller ID and I get an answer?

I would like to know why my mother's life (staying alive at age 88) is more important than her quality of life. She calls me daily crying and saying she misses us so much. She wants to know why we don't love her any more and why we have forgotten her. Her life is near it's end. Why can I not visit with her outside at least so she can see and hear me. We have to talk on the phone while looking at her through a closed window. She can not hear well on the phone and reading my lips isn't in sync with my words on the phone. This is cruelty! I would bring her home to live with me but I work and can not care for her.

Phone rings 10-15 min. No answer nursing. More staff needed. 4 icu readmit room isolations 14 DAYS EACH

Being unable to visit has eliminated what I considered a necessary component to my loved one getting the care they deserved. My set of eyes and the questions and follow up generated by my weekly visits I feel we're very important. Now it's hard to tell what is happening.

Need to start outdoor visits or visitors with full PPE

My father has digressed significantly since being confined to the facility. He is now in hospice care. I do not like that we have to be six feet apart. He can not hear us, we can not work in a puzzle or interact with him.

My husband became dehydrated to the point of hospitalization and heart issues because of inadequate assistance during meals. I don't call yelling at him, "**** get back here!" feeding assistance.

The staff can go anywhere and still go to work... but no one else can go it? Makes no sense.

The nursing staff is stretched to their limits. No good time to facilitate phone call to resident. No one person who knows my person well enough to give me accurate feedback. Use of agency staff who aren't acquainted with resident can cause misleading reports, resulting in care changes not justified.

Some of these questions do not fully apply to me as I am not the person in the family designated to get all the information from the facility.

Residents should have a say in what they would like! My grandma says she is in prison. Unfortunately, it's very difficult to comfort her when we feel the same way and we can't do anything to help!

My grandma is in assisted living inside a nursing home. She needs someone (family) to help her get and organize the products she needs as well as clothing, etc. Her dementia has worsened greatly due to this lockup! She has acted out in response.

My moms dementia started in September due to a stroke. She has declined so much since we are not allowed in. Facility had to take away hair product, lotions, perfume etc and now have to be with her when she showers to give her appropriate product.

The caretakers seem to be doing the very best they can and my father is mostly happy even if confused about his situation.

I feel like we are losing loved ones due to isolation and being lonely. I feel like my mother is 91 years old and that she would want to be out their living instead of living like this. She has 25 great grandchildren and she never missed a birthday celebration and now she has been isolated from all of these grandchildren that she was such a big part of their life.

Put yourself in the shoes of our elderly that have absolutely no rights right now and these are the things we has healthcare providers use to get in trouble for taking away our elders rights and now the government has taken away their rights. I am still looking for away that I can take her home and care for her before she passes due to loneliness and feeling no one cares about her anymore. This isn't right. They have even taken away meal choice and feed them soup and sandwiches most of the time in 102 degree weather. Is that what you eat every night. I don't know how people sleep with themselves at night knowing they are doing this to the elderly population. This just isn't right.

I would like to know the plan for when visitors will be allowed. Instead of being told that we don't know when visitors will be allowed how about a plan that says when these things occur then visitors will be allowed.

My mother was recently hospitalized. I feel that her health issue was directly related to her family not being able to visit and her seclusion in the nursing home (from other Residents). She had lost quite a bit of weight and since I am an RN I usually monitor most of her health needs....I have been unable to do this since COVID restrictions.

After 3 days of my mother not doing well at the nursing home, I demanded she be allowed to go to the ER to be evaluated. She was hospitalized and given 2 units of blood and then her blood pressure medications were adjusted. She was so happy to see the family and started eating better and feeling stronger since the restrictions in the hospital we more open....her comment "my family gives me strength".

These COVID restrictions caused a major health issue for my mom....I asked her and she is not scared about getting COVID..."if I die then it's my time. God's in control. I want to see and visit my family with the time I have left". My mom deserves to see her family.

My entire family and sister's families all live close to each other and the facility. This is breaking our hearts. Mom and Dad are scared, mad and sad not to be able to leave or let us in. Do you know what it is like to see your parents cry out to you? Please Help Us.

I live out of state from my mom who is in a nursing home, therefore communication via the phone and/or video is critical to her mental health under normal circumstances, so now it is absolutely a necessary! However, it doesn't happen unless they have a concern with my mom.

Staff members are unable to answer questions and don't know how to explain the regulations they are following. There has been no newsletter sent out since July 13

I'm concerned that residents and their families aren't aware of their options. It is my understanding that you can take your resident out of the facility for a family dinner, but that the resident is required to remain under quarantine for two weeks after returning to the nursing home. I believe that the nursing home staff is against even giving the knowledge of this option to family members. I was asked twice by two different nursing home employees to not post photos of my grandmother outside of the nursing home since people were "asking questions" about why my grandmother was allowed to have visits. It is the nursing home staff's job to answer these questions and communicate ALL options to residents and their families. My grandmother was aware of the risks and decided to have a family dinner with the knowledge that she would be under quarantine after her return.

We have such little time with our elderly loved ones, and the isolation associated with not being able to have visitors is hurting them and us. We don't when we will see them last, and seeing them through a window, or behind a plexiglass box seems an undignified way to see them, I'd rather not have that be my last memory of my grandmother. We had a lovely time with her when we had her visit us and I wouldn't trade it for anything. I don't think she would have either.

I am very concerned for my sister. I am especially concerned that she is being denied medical care by not being allowed to leave the facility for important appointments with outside physicians.

Going back to phase 1 after a staff tests positive is very hard on my mom. In phase 2 they can come out of their rooms and we are at least able to have outdoor distanced visits.

We are discussing bring mom home to live with my husband and I and our kids. Worry all the time. Mom has lost 50lbs since pandemic. I need to be able to go visit her in her room everyday. She is depressed, on medication and dying from loneliness. My God please help.

The staff is mean and I cannot assess her needs are being met or she is sad and lonely and concerns fall on deaf ears.

It is very difficult to provide her the social support she needs. She has reduced her eating and drinking of fluids due to isolation. This can be very life threatening to an elderly person. She had to be hospitalized for dehydration and nutrition issues that complicated her other health issues.

This is heartbreaking. Both my parents and Struggling with mental issues due to this

Dementia impedes most all the ways we are allowed to visit....unless I can touch and hug my mom, there isn't much connection for her. :(

The only info I get is when I call and ask. They don't return calls and the answer is often "I don't know."

My mom's mental health is deteriorating and she feels like she is being punished living there. They won't even allow her to open her window one inch during window visits. We have to call on her phone.

Florida is allowing nursing home visits in person. Why aren't we? In this time of uncertainty, families have just been cut off. I feel for residents who are confused and don't understand why they can no longer be near their family.

My mother went to assisted living at the end of Feb after breaking a hip and then was in lockdown 2 weeks later. Prior to lockdown she was caring for herself and going to dine with assistance. She also attended lunch with a group outside the facility. There was a steady decline in her physical health, cognition, and behavior. In the end she was refusing care. The Director met with us a few times and at one point indicated she was "failure to thrive". Two weeks prior to her death she was hospitalized for extreme edema and infection. From incontinences (not an issue at move in) the skin around pelvic area was inflamed and near breaking open (sat in urine soaked Depends?). She spent a week at the hospital and the facility refused to let her come back with hospice care. She was discharged to Hospice House and died a week later.

Upon closing her apartment, we found that it had not been well cleaned (ants in the cabinets and in the sink - refrigerator filled with items from Feb when we moved her in), that she had boxes of Depends we had purchased that were unused leading us to believe they rarely toileted or changed her and there is much more to tell. As we were moving items out we came across a resident who was walking the hall for exercise - we had met before when mom moved in. She asked about our mother and we told her she had passed. The resident said " I wish I could trade places with her - living like this is no life at all - this is horrible".

For the overall well being of residents, a new model MUST be put in place. Family must become designated as essential caregivers and allowed access to break the isolation, provide emotional support, and to oversee and provide care. Facilities do not have sufficient staffing to provide what is necessary during a total lockdown.

My mother feels like she is in jail for being old. Her life is just as important as everyone else's. She says she accepts risk as long as her family can see her. She misses leaving the facility and going for a drive. She sees no one for days and gets put in isolation every time she gets sick like needing a blood transfusion. She's been tested so many times for Covid and hasn't had it yet. However it's getting in the facility already from the staff members and we would like to see mom and she would like to see us. Even if we have to dress up in all of the Ppe.

The staff members come and go they live their lives they see their families they go to the store, but my mother is a prisoner and that's exactly how she feels. She doesn't understand why she's being punished because she's elderly. I do not have the ability to bring her home and the facility is less than gracious. We would like the essential caregiver act to be passed so that each person could designate one caregiver and two compassionate care givers to be able to come in check on the resident and make sure that they have everything they need.

My mother could walk before Covid. Now she has been isolated to her room for 6 months. She has lost her ability to walk. She has stopped eating. She has lost her will to live. She has been robbed of her rights. The only thing that matters to her is being with her family. This is wrong and has to change. Supposedly she is in one of the better nursing homes, but they have become rude, treating family like they are the enemy. Hospice is involved and just want to drug mom up with morphine instead of

allowing her to have her usual treatment of spinal injections for pain. The nursing home also refused to let her out for this appointment. Our greatest generation deserves better than this!

I would be willing to wear a haz-mat suit and be tested as often as necessary to be able to visit. I believe the restrictions are arbitrary and make no sense.

When my family member is sick they are not wanting to send them to the hospital when they are desperately in need of Hospital attention

My moms weight has dropped to 85 lbs she is losing the ability to walk she is not being cared for to the extent she was when we were allowed to help

This is heartbreaking. Both my parents and Struggling with mental issues due to this

First i would like to say , overall i am thankful that my dad is in a good facility, i realize the challenges the staff are facing everyday with the added workload put upon them due to the visitor restrictions . The reduction in hours due to census, i will never understand however, especially at a time when the residents require more attention due to visitor restrictions. I understand the need to provide a safe environment for the residents, we family members would expect no less than that! However, if we can show proof of negative Covid test, wear proper PPE, only have contact with our loved one, there should be compromise to allow visits, and provide the added essential care to the loved one.

I will never forget the words spoken to me by a charge nurse at the first SNF my father was placed in. I was having a conversation with her about my worry of depression for my father and just his general well being. Her response to me was "we are not here to provide your father's happiness. We are concerned about three things: Falls, weightloss, and bed sores". This broke my heart to hear this so bluntly. As time goes on , and it's been 23 mos now since my dads debilitating stroke, i realize that the nursing staff cannot possibly provide mental wellness for the residents , they only have time to dispense meds, and do the custodial duties for the resident.

I would like to add that if it weren't for me making daily communication possible with my dad with these devices, a flip cell phone that i programmed to answer automatically on 3rd ring, a landline room phone with speaker option, and the Facebook Portal that we are now able to video chat with, i would be very concerned about my fathers mental well being.

Although our facility has an iPad for facetime, phones to bring to the resident to make or receive a call, these all need to be scheduled. Let's get real, this is not possible to the level that is needed due to the restriction to visitors. It is very disappointing that activities have been so limited, no communal dining, no use of therapy equipment in the therapy room, No therapy animal visits , seldom get a chance to get out of his room, seldom gets to sit outside (however this has improved to maybe 2xs a week). We are in the first week of outdoor visits, however the earliest i could get an opening is 2 weeks away, and if the weather is bad that day, we'll we are out of luck!!

I used to cut dads hair, trim his nails, move his limbs and stretch him, have him sit up and work on his "midline", help him with toileting, shaving, help him with his oral care (i am a hygienist), bring his dog daily, bring my mother daily (i care for her 24/7 , she has dementia), help him with his mail, and just too many other little daily things, that no facility could ever manage to do without the family help! The essential help ! It's the small things that truly add up to become mountains. It's the "time" that we family members are able to give to the residents that no one else can. Not every resident has a family member that is able to provide help, it frees up more time for the staff to attend to the needs of a resident who does not have a family member that is capable to provide essential care. I pray and hope that we can come to a sensible compromise that will allow family to be with our isolated member. Viruses can kill, but ISOLATION can kill too!

The emotional damage being done to our loved ones is far greater than the risk of a loving family giving them Covid.

The Cure is Worse than the Disease

We must protect our elderly and our most vulnerable or so the rhetoric goes.

My mother is 84 years old. She lives in a nursing home. She has dementia. Last February she had a stroke which caused paralysis so her speech is garbled. I haven't seen her since March 13. I used to sit with her every other day at the very least. I would talk to the therapists, the nurses and the wonderful CNA's. I would play her favorite music. I would put lotion on her skin and brush her still gorgeous hair. I would eat with her and after the stroke feed her. Whenever she went to the hospital or had tests, I would be right there with her. After a fall or incident, I would come quickly and knew before anyone else (except sometimes the CNA's, they are angels) if anything was wrong. I am her DPA (designated power of attorney). I am her voice.

I haven't seen my mother in weeks, now months. When the governor announced opening up at the beginning of May, I realized there is no plan to reopen nursing homes to visitors. I texted my daughter who works in a nursing home, "Will I ever see my mother again?" So my daughter asks her administrators when residents will get to see their families again. The only replies are, "Talk to your legislator" or "Ask Fauci". And lately, "We are not taking about that."

My husband has made calls and wrote emails. What can my wife do to see her mother? Take a test either for Covid or the antibodies? Anything? No emails have been answered. The county official was rude and hung up on him (or maybe that individual is as frustrated as we are). My best hope of seeing her is if the nursing home thought her death was imminent than I could see her to say goodbye maybe, maybe not.

My mother has always hated being alone. Now she is isolated in her room or kept separate from others in common areas. The staff at her nursing home are kind and compassionate and truly care about her. I know they are taking the best care of her that they can. Mom only sees them in masks and gloves. She doesn't see or hear very well as it is. She never sees a smile let alone feels a hug or a kiss. Residential activities are very limited. Resident rights have been suspended. That husband, wife, child, other family member that is responsible for making their health care decisions concerning treatment and medication hasn't even been with them in weeks, now months. We go to the same gas stations, the same grocery stores as the staff that goes in and out of the nursing home every day. A patient with Covid or any other contagious disease could be admitted to the nursing home on any given day but a healthy DPA is considered a health risk to the other residents.

Under the guise of protecting our most vulnerable elderly, we have inflicted a greater cruelty on them all.

I wrote this last May. I do have the comfort of knowing my mom is well taken care of and the staff is doing all they are allowed to. They have state and corporate guidelines they have to adhere to. The Ombudsman office assisted me in having a compassionate care visit with mom in June when I was needed to make health care decisions and hadn't seen her in months. I was allowed to see her for 15 minutes two days ago in an outside visit but further visitation was shut down due to an employee testing positive for Covid. My mother's limitations after her stroke make any other visit other than in person meaningless.

The elderly deserve to be with their loved ones. They don't have a lot of time left and why spend it without family

Family is essential!!
We need to be with our loved ones!!

Facility provides no information/updates to residents or family members.

Codes at the facility door were changed in March. Residents can not even go outside when an employee is not at the front desk/office, especially evenings & weekends.

Employees come and go and residents are locked in, just waiting for an infected employee to bring the virus in.

Residents have not had their hair cut since lockdown in March.

We can not keep residents locked up indefinitely. This is no way to "protect" our loved ones!

Facility has recently started allowing a family member to take residents to dr appts.

Lockdown has gone on too long..... This is no way for our loved ones to live!

Reassess the need to quarantine for two weeks after a doctor visit. This is punishment and not realistic. Access to hair and foot care. Enhance their diet options. They are losing weight because the food isn't awful. They are depressed. How many non-Covid deaths have occurred since isolation began versus Covid-related deaths in LTC facilities?! This is not care, this is prison. Do the right thing, allow Essential Caregivers into the facilities. Make this mandatory for each individual.

Open the facilities

I miss not being able to visit with my mom in her room and watch TV and visit like we used to! I miss not being able to hug her and get hugs from her! It also worries me because I have noticed that not being able to be around her family her mind is getting somewhat worse! She has dementia and not being able to be with her on visits we are being robbed of the time she has her memory! I know what this dementia is like as we lost my dad to dementia...he was 64 when we put him in nursing home and died at age 69! I is a very cruel disease! I really feel that our loved ones need to be able to spend time with their families! It is hard on them and on us!

My Grandmother moved in during Covid 19. She had been having people around with her 3x/day and now family can only my visit at the window.

My grandma has macular and can't see. She's lonely and needs interaction of her family, and she needs touch! She wants us to be able to come to her apartment and visit and do her nails and paint her toes and curl her hair and tell her stories and read her books! She needs more brain stimulation and human interaction! She wants their internal church to open back up. She needs exercise classes to open back up! Why can't we have one or two of our family members designated to come straight into her apartment and give her these normal, human compassion needs!?! We are willing to wear masks or full gowns and take our temps. My grandma needs us!!!! Please, please consider changing the rules before it's too late! We cannot go through the whole fall and winter and into next spring like this!! It's not healthy for these seniors to be so alone! Please! We are begging you for these considerations.

My mom is blind w/AMD, got worse in April, now very bad. Not been in her apt since March 8, so have no idea about supplies, til they run out, no status of clothing, underwear needs. I take deliveries to drop off point, often taken to her apt, never telling what all she got or help with opening & she doesn't know

where stuff is placed. I could go on about these issues... But I feel it's so different with people that are blind. She gets taken out never for 15 or 20 min for fresh air & sun.

Hospitals allow one visitor per patient, why can't one or two ppl be designated to go in even one or two times a week? Straight to & from room! Those that can get themselves to dining room, walk the halls etc.go outside...this is not such a struggle for them. To think people get to this stage of their lives, many Having gone through the depression and wars and epidemics....to spend the last part of their lives secluded & lonely is beyond belief.

it has been over 5 months since Covid fears have caused a lock down of nursing facilities, the nursing home are not adapting to this change. The don't want us in the facility . By now they should have come up with a better way to visit. Not standing outside the building talking through the glass. This is not the only Nursing Home I have experienced this problem.

He has not had a haircut since March! Nor is podiatry allowed in to cut his toenails. This is humiliating to him. Falls are occurring due to corns and calluses. PT is not allowed in either. He is loosing weight as eating is a social activity. There are things worse than death and this is it! The average life expectancy of someone in LTC is 2 years. What is happening if borderline criminal. What happened to Residents Rights?!